

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
CHILD AND ADOLESCENT MENTAL HEALTH DIVISION  
3627 KILAUEA AVENUE, ROOM 101  
HONOLULU, HAWAII 96816

# **Child and Adolescent Mental Health Division**

## **PROVIDER SATISFACTION SURVEY REPORT**

**Fiscal Year 2017**

**July 1, 2016-June 30, 2017**

*A Project by the Program Improvement and Communication Office and  
the Research, Evaluation and Training Office*



## **PROVIDER SATISFACTION SURVEY RESULTS**

**JULY 01, 2016 – JUNE 30, 2017**

### **INTRODUCTION**

The Child and Adolescent Mental Health Division (CAMHD) of Hawaii's Department of Health (DOH), a member of Hawaii's public system of child serving agencies, is an integrated network of services and supports, managed through public/private partnerships consisting of contracted community-based agencies and state-managed, community-based CAMHD Family Guidance Centers including the Family Court Liaison Branch, with administrative and performance oversight functions at the state's central administration office. In valued partnership with its contracted provider network, the CAMHD's mission is to provide necessary, timely and effective mental health services to children and youth with emotional and behavioral challenges, and their families that allow them to lead full and productive lives.

Through its provider network, the CAMHD offers an array of services that include: emergency services, intensive case management; outpatient behavioral health services; crisis residential services; intensive outpatient services; Multi-Systemic Therapy (MST); Functional Family Therapy (FFT); transitional family home (TFH) placement; community-based residential programs; and a hospital-based residential (HBR) program with the CAMHD providing care coordination services, quality oversight services and the funding for the services.

One of the ways the CAMHD gauges its effectiveness and measures any collaborative successes as a partner with members of its provider network is to conduct an annual provider satisfaction survey of the performance of its staff/services in relationship to our provider network and their needs. There are multiple methods of capturing information that guides the CAMHD's efforts toward improvement and administrative/operational changes as needed, and the Provider Satisfaction Survey is one of those methods.

The CAMHD conducted its *annual* survey of its provider network, covering the period from July 01, 2016 through June 30, 2017. The CAMHD provider network members were asked, through the survey, to evaluate the CAMHD overall, and to offer their comments of specific CAMHD offices that included the following:

1. Central Administrative Office (3 items)
2. Clinical Services Office (CSO; 6 items)
3. Research and Evaluation Team (RET; 6 items)
4. Program Monitoring Office: Program Monitoring (5 items)

5. Program Monitoring Office: Grievance Office (3 items)
6. Program Monitoring Office: Sentinel Events (5 items)
7. Health Systems Management Office: Facilities Certification (3 items)
8. Health Systems Management Office: Credentialing Office (3 items)
9. Health Systems Management Office: Management Information Systems (MIS; 5 items)
10. Administrative Supports (Fiscal Office; 4 items)
11. Each of the CAMHD Family Guidance Centers and the Family Court Liaison Branch (11 items each)
  - a. Hawaii
  - b. Central Oahu
  - c. Honolulu
  - d. Leeward Oahu
  - e. Maui
  - f. Kauai
  - g. Family Court Liaison Branch

## **METHOD**

The CAMHD conducted its satisfaction survey online through Survey Monkey, a web-based survey tool that helps to streamline the collection of data, as well as, provides quick results. The CAMHD will likely continue to use web-based surveys to conduct this annual satisfaction survey. The CAMHD *Program Improvement and Communication Office and the Research, Evaluation and Training Office* e-mailed the Survey Monkey web link to the administrators of the CAMHD contracted provider agencies and designated provider staff. Providers could respond to the survey between September 1, 2017 and September 30, 2017. A total of 126 individuals from 15 agencies were invited to participate.

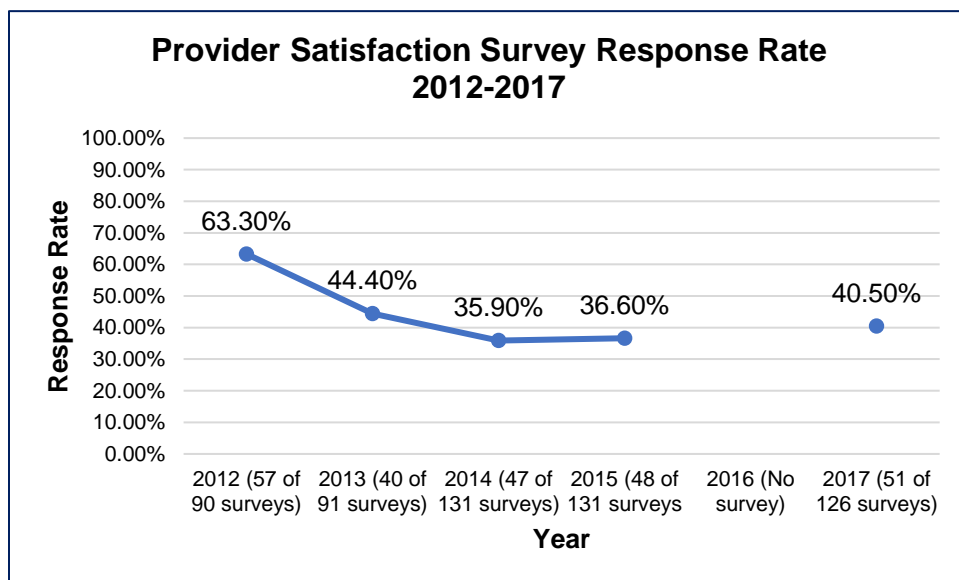
## **SURVEY MEASURES**

In the 2017 online survey, providers were asked to rate all sections of the CAMHD with which they had contact on several business functions. All 2017 items were scored on a five point Likert scale (0-4), with higher scores relating to higher satisfaction with the CAMHD offices/FGCs/services for those items. Ratings of '2' or greater indicate that respondents believe that the CAMHD is, "*Meeting or Exceeding Expectations*", while ratings that are less than '2' indicate that providers believe that the CAMHD office/FGC/service is not "*Meeting Expectations*". Mean scores of less than '1' suggest that the CAMHD office/FGC/service "Needs Improvement".

**0=Unacceptable  
1=Needs Improvement  
2=Meets Expectations  
3=Exceeds Expectations  
4=Outstanding**

## **SURVEY RESULTS**

**Response Rate.** 51 of 126 individuals completed the survey for a response rate of 40.47%. This is the highest response rate observed since 2013. The table below depicts the survey response rate over the past five years.

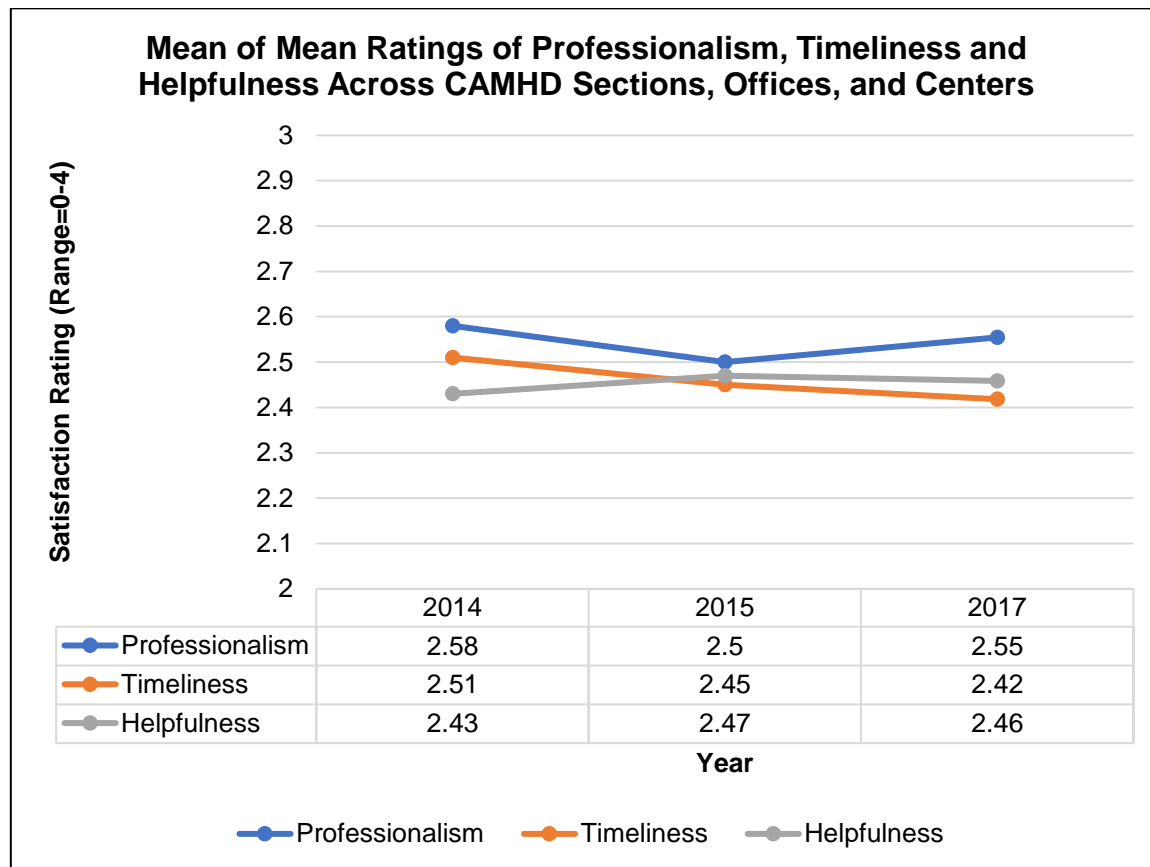


**Professionalism, Timeliness, and Helpfulness across CAMHD.** To obtain an overall measure of satisfaction across CAMHD offices/FGCs/services, three items were assessed for each of the 17 CAMHD offices/FGCs/services (PMO, CSO, RET, FGCs, etc.), in addition to other items that were tailored for each office/section/process surveyed. The evaluation items common to all offices/FGCs/services of CAMHD asked providers to rate the extent of their satisfaction with:

1. "The professionalism and courteousness of the CAMHD staff in your communications."
2. "The timeliness of the CAMHD staff to respond to your inquiries or requests."
3. "The helpfulness of the CAMHD staff in their response to your inquiries."

A mean value was calculated for all responses offered for each of the three items (i.e., "Professionalism," "Timeliness," and "Helpfulness") related to a certain section of CAMHD (e.g., PMO, CSO, RET, FGCs). A mean was then *calculated across the 17 means* for each of the three survey items. The rating scores in the table below for

the questions related to "Professionalism," "Timeliness," and "Helpfulness" are calculated 'mean of mean' values across the 17 CAMHD offices/FGCs/services. The resulting scores for these three items suggest that for all three areas, providers perceive CAMHD as performing at a level that is between "Meets Expectations," (score=2) and "Exceeding Expectations" (score=3). In other words, providers responding to the survey believe that the professionalism, timeliness and helpfulness of the CAMHD "Meets Expectations" but does not necessarily rise to the level of "Exceeds Expectations." The results also suggest that since the 2015 study, the CAMHD has declined slightly in two of the areas ("Timeliness," "Helpfulness") but improved slightly in one area ("Professionalism"). It is unclear, however, whether these slight differences constitute a statistically significant difference.



**Section-, Office-, Center-, and Branch-Specific Results.** Mean scores on each of the items for all 17 CAMHD offices/FGCs/services were calculated. The following office-, FGC-, and service-specific stacked bar graphs present the percent of respondents who rated items as "Unacceptable or Needs Improvement," "Meets Expectations," and "Exceeds Expectations or Outstanding." Items listed on the y-axis are sorted by means from high to low, such that the items on which providers reported the greatest satisfaction are at the top of the graph, while items on which providers indicated lower satisfaction are at the bottom of the graph.

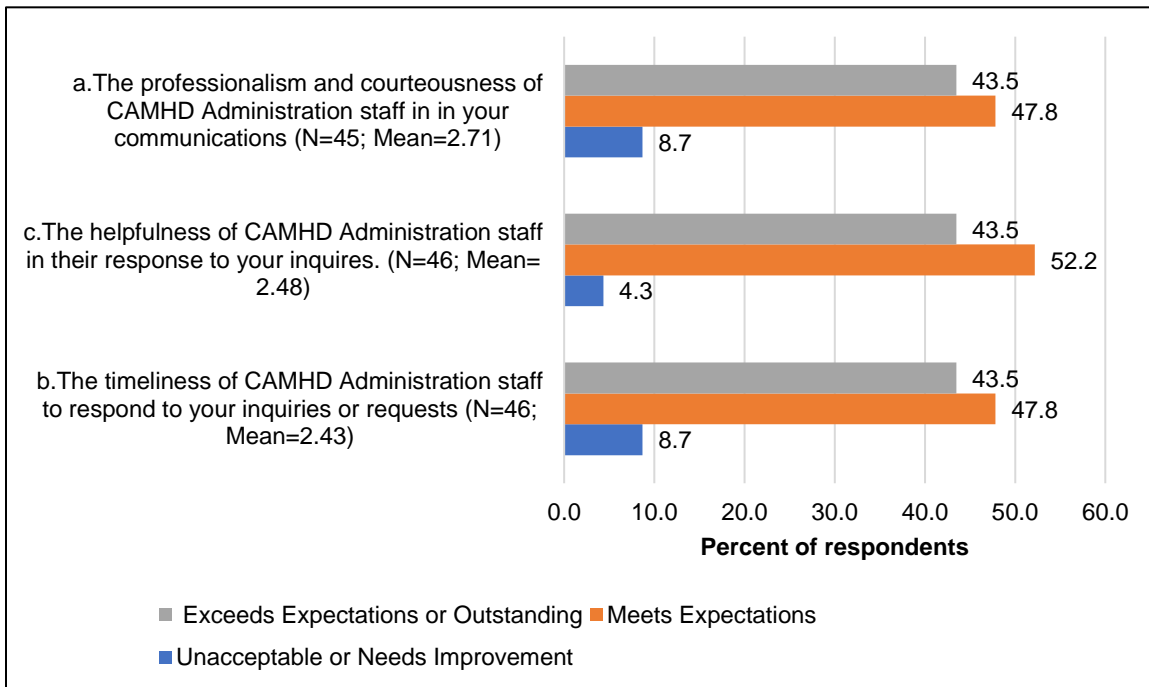
**Areas of Strength.** The CAMHD offices/FGCs/services can and should celebrate items on which they received higher scores of satisfaction. As an example, items listed at the top of the y-axis on the following stacked bar graphs are items of relative strength for the CAMHD offices/FGCs/services.

**Opportunities for Improvement.** Opportunities for improvement, as indicated by a score of 10% or greater on the survey's "*Needs Improvement*", and "*Unacceptable*" categories of the rating scale indicate the need for improvement on that item. The CAMHD Administrator will discuss plans for addressing those particular items with the managers or chiefs of the specific section/branch/center.

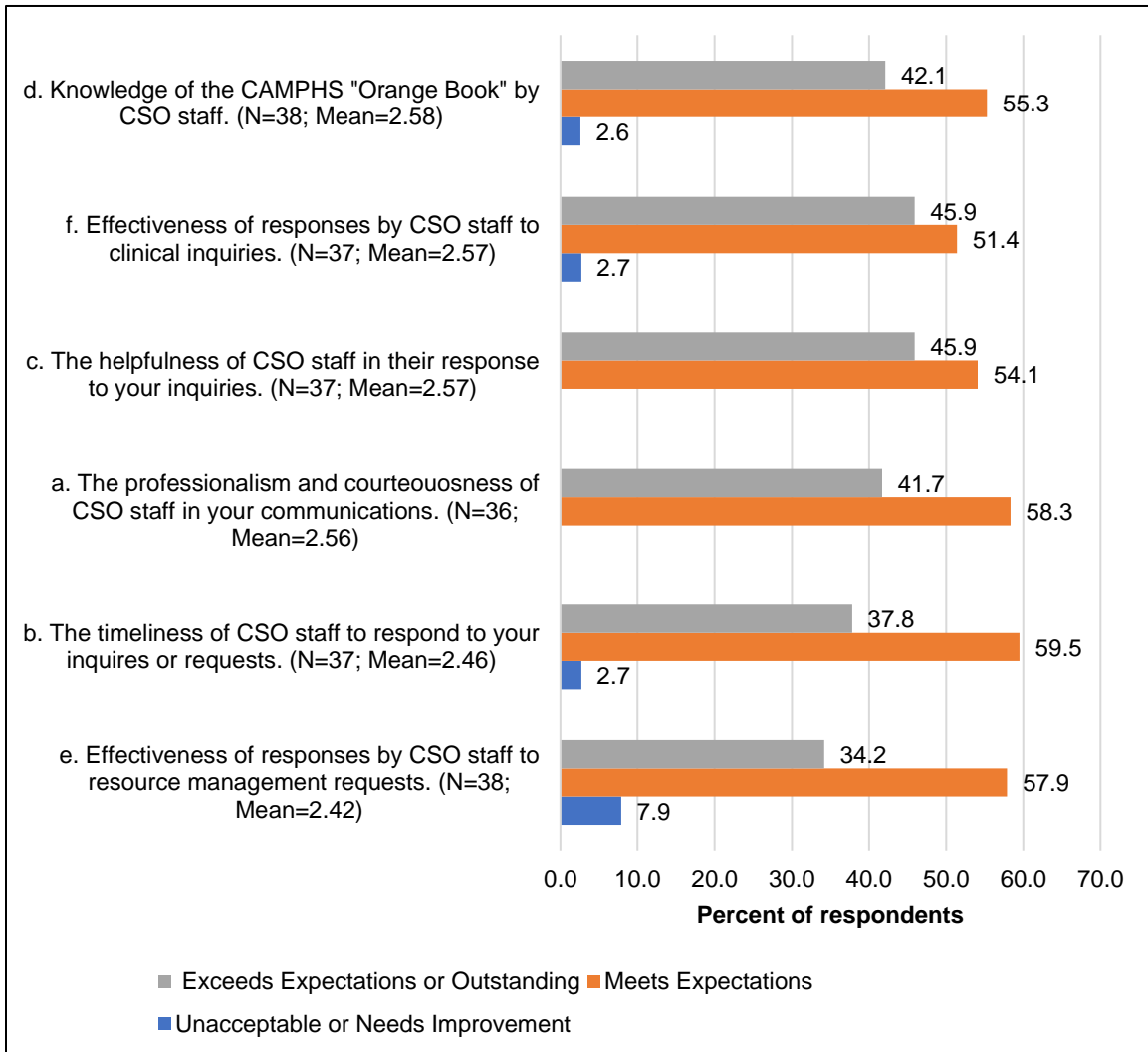
**Common Themes Identified in Individual Comments.** On the survey, if respondents rated satisfaction on an item as "Unacceptable" (0) or "Needs Improvement" (1), they were prompted to provide information on reasons for the low rating. Some common themes were:

- Slow Credentialing Process
- Delays in Service Authorizations
- Delays in Response Time for Returning Phone Calls
- Training Needed – Technical/Billing

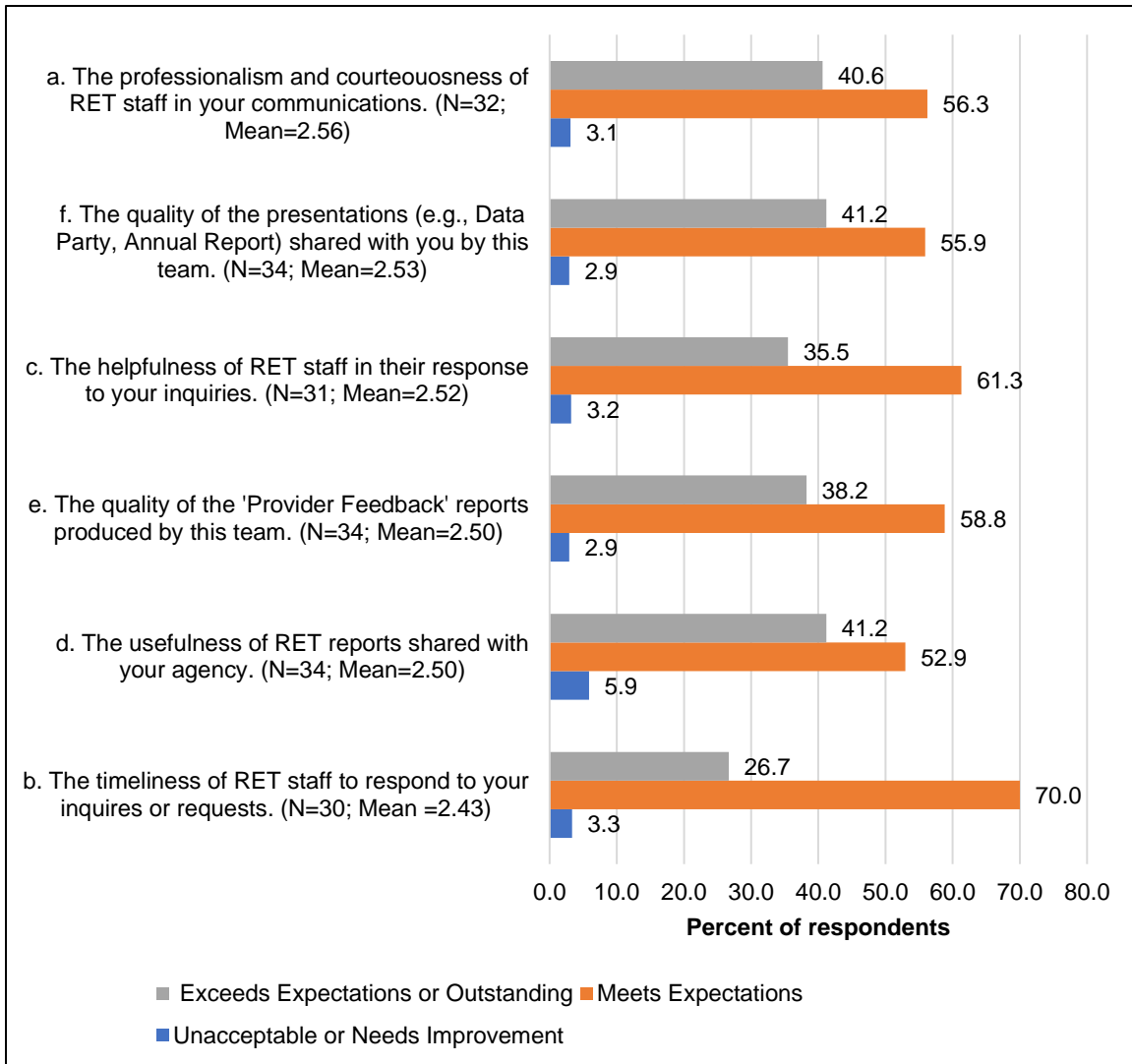
## Central Administrative Office



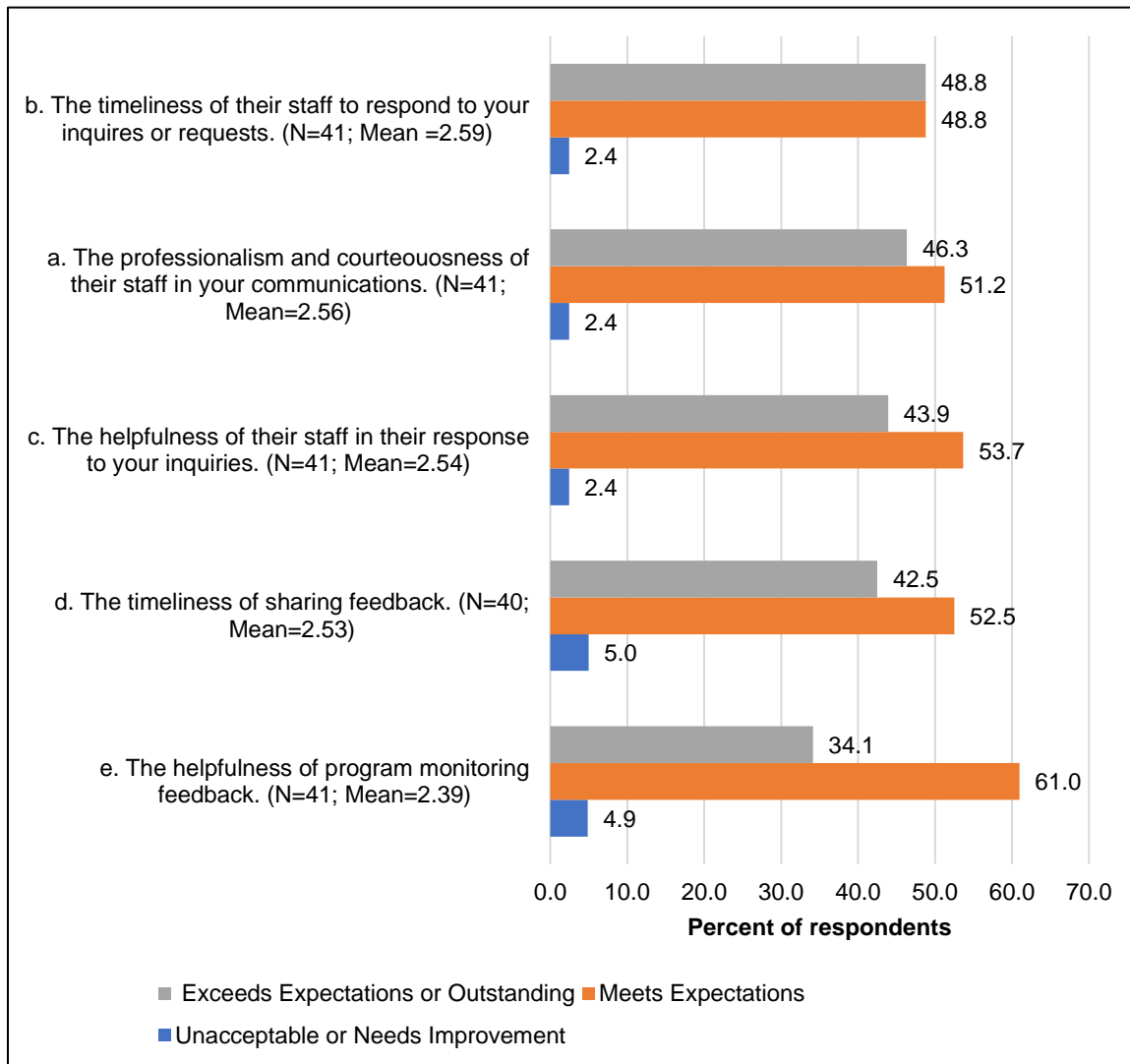
## Clinical Services Office (CSO)



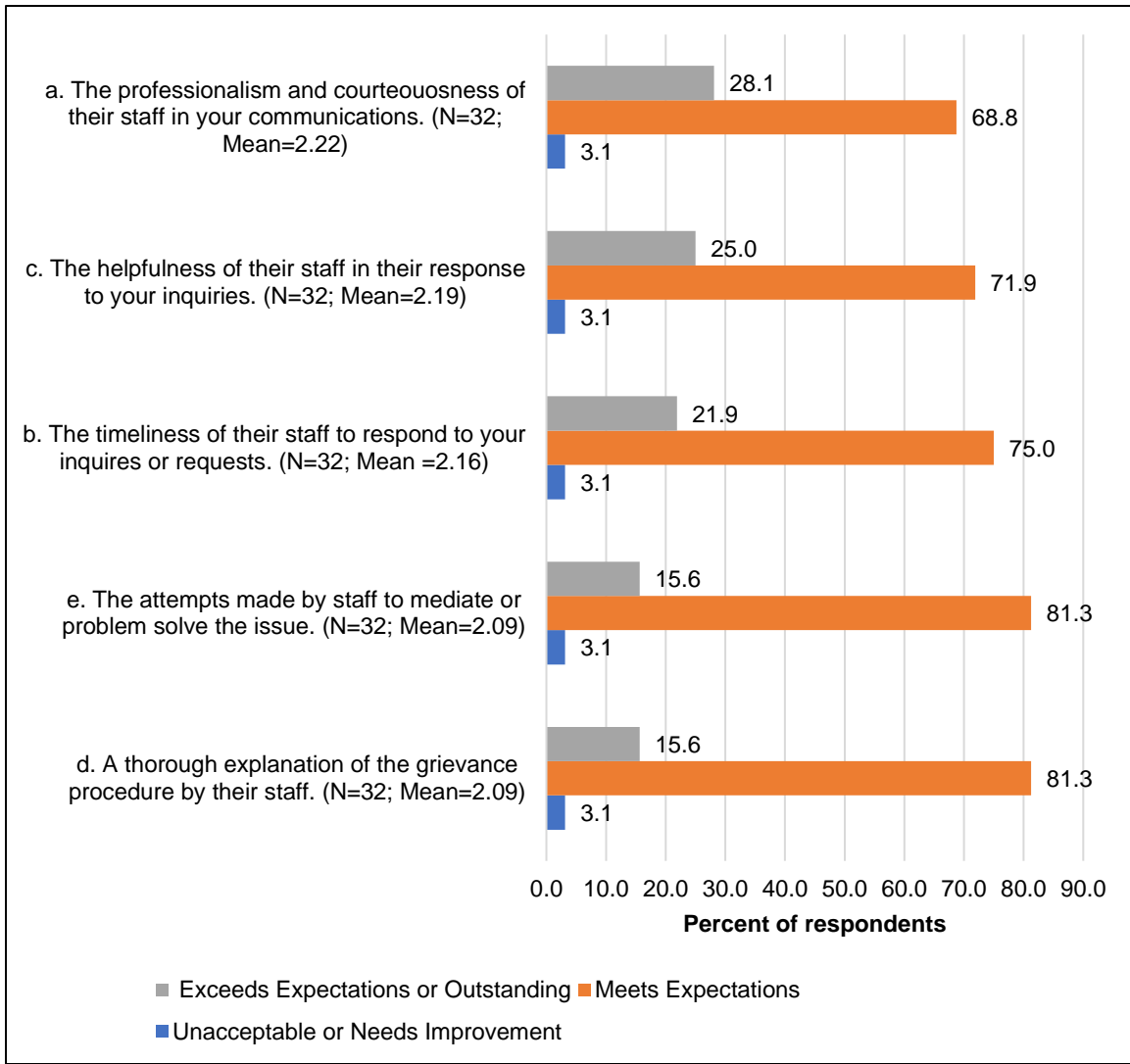
## Research and Evaluation Team



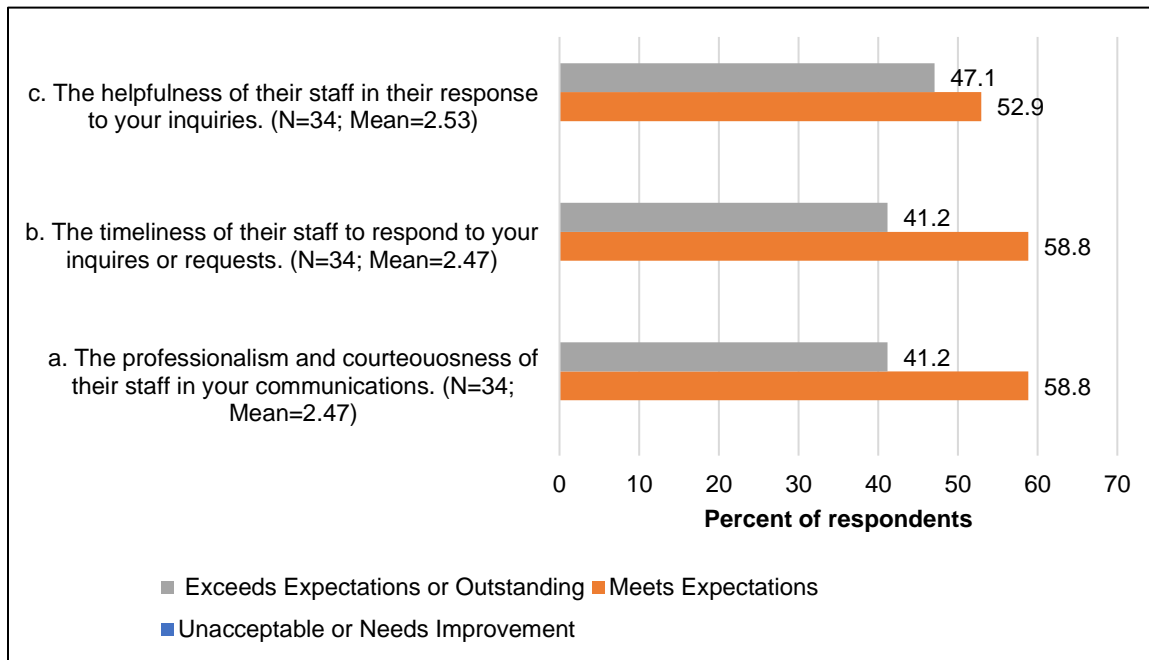
## **Performance Management Office: Performance Monitoring**



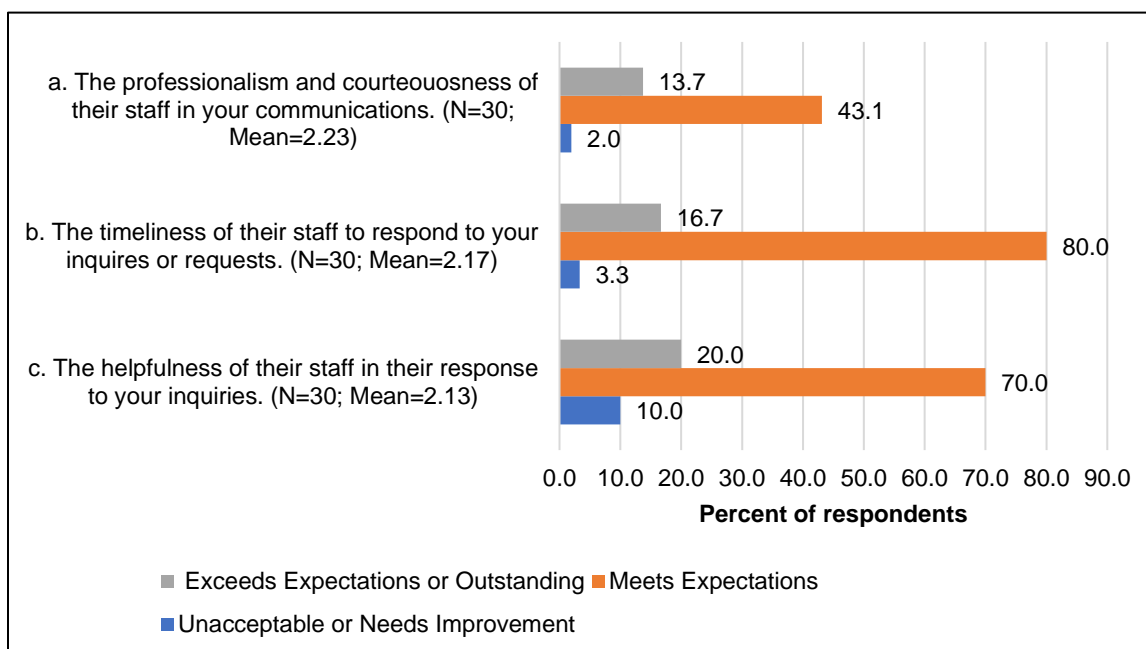
## **Performance Management Office: Grievances**



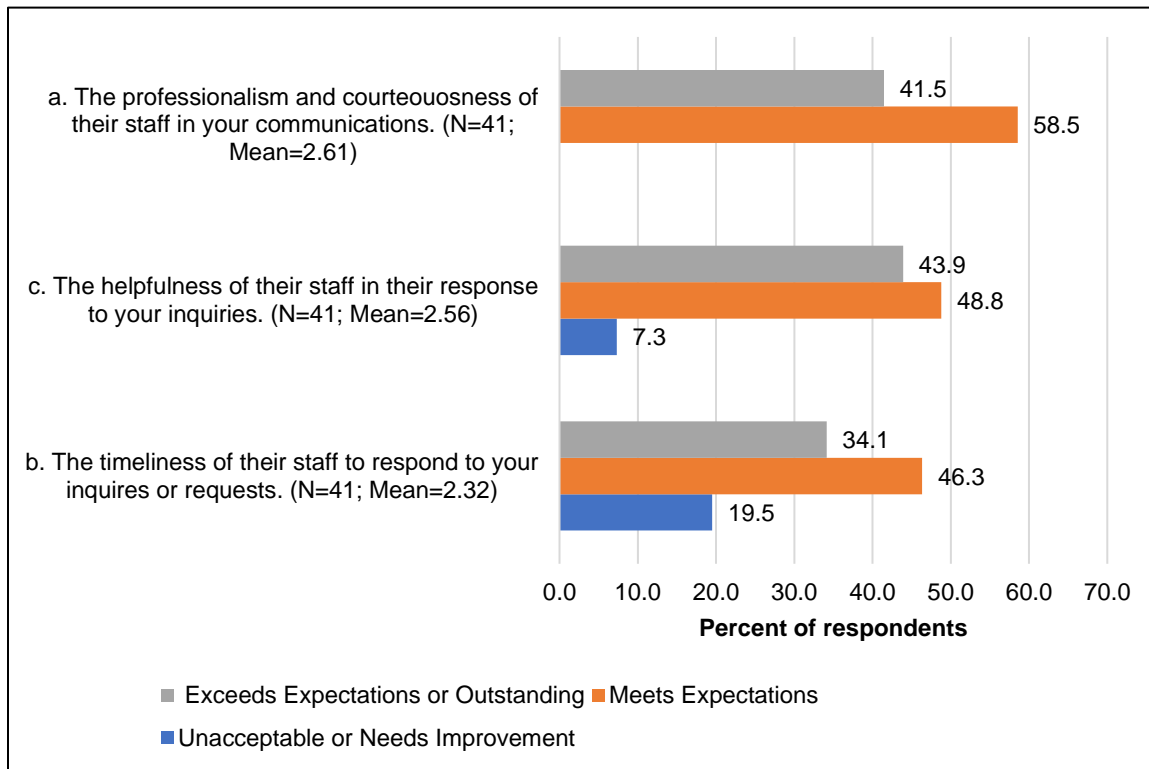
### **Performance Management Office: Sentinel Events**



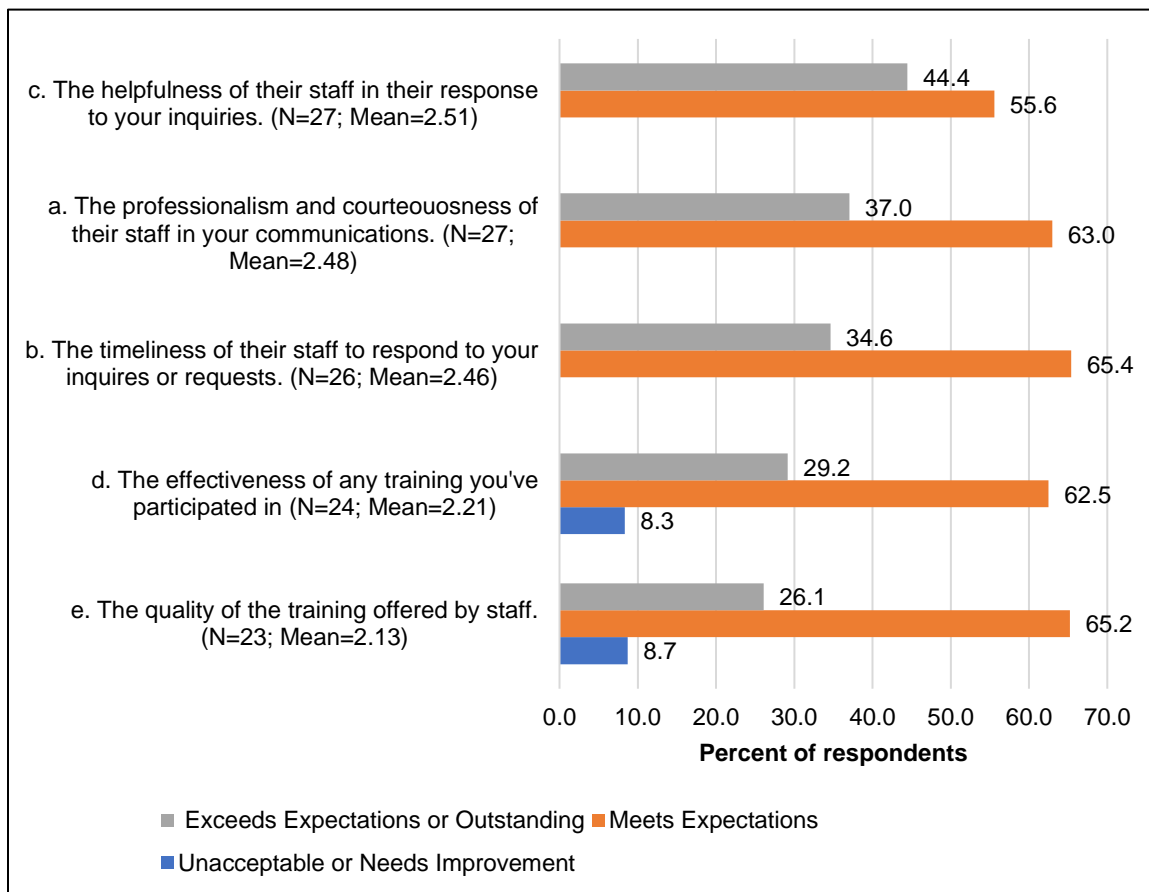
## Health Systems Management Office: Facilities Certification



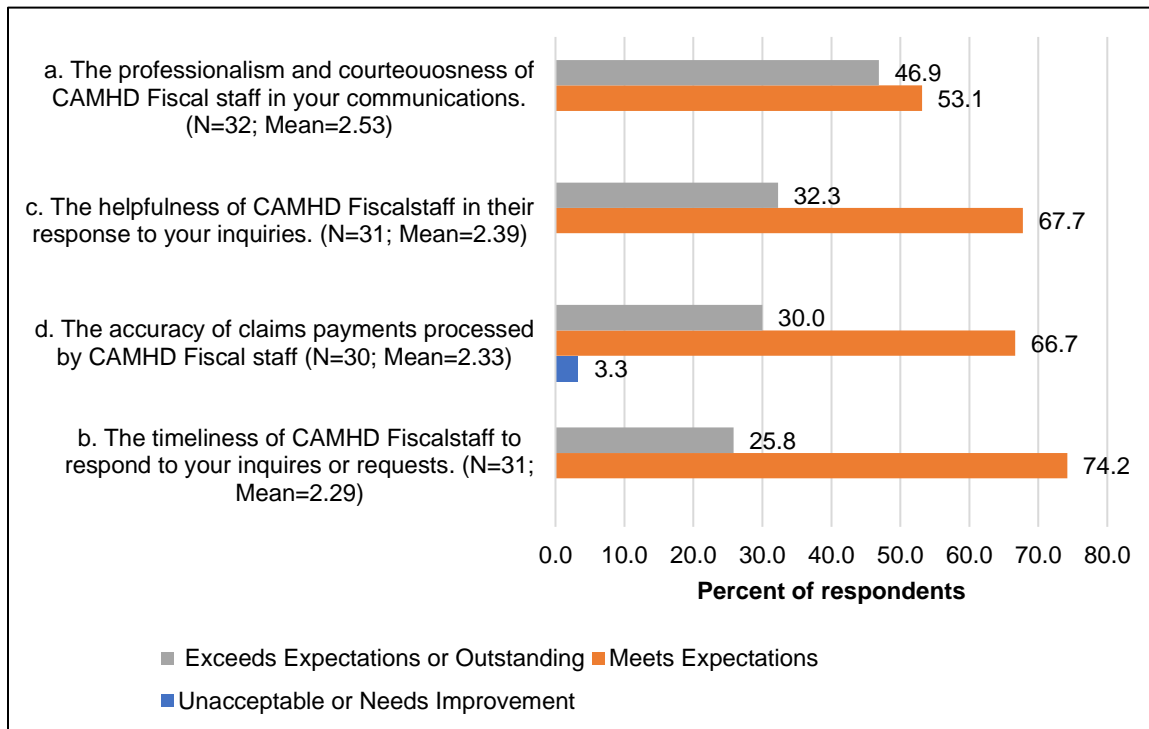
## Health Systems Management Office: Credentialing



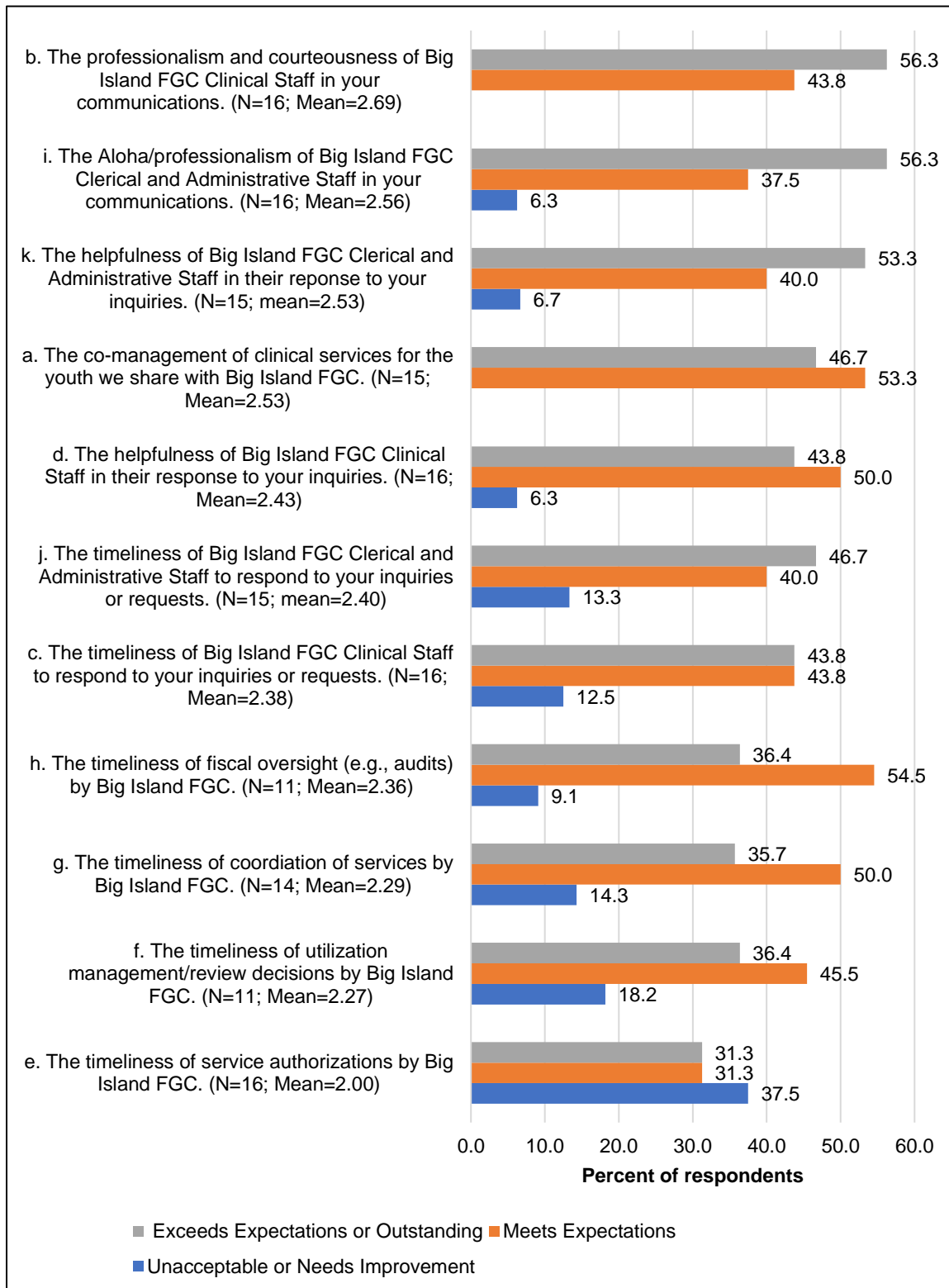
## Health Systems Management Office: Management Information Systems



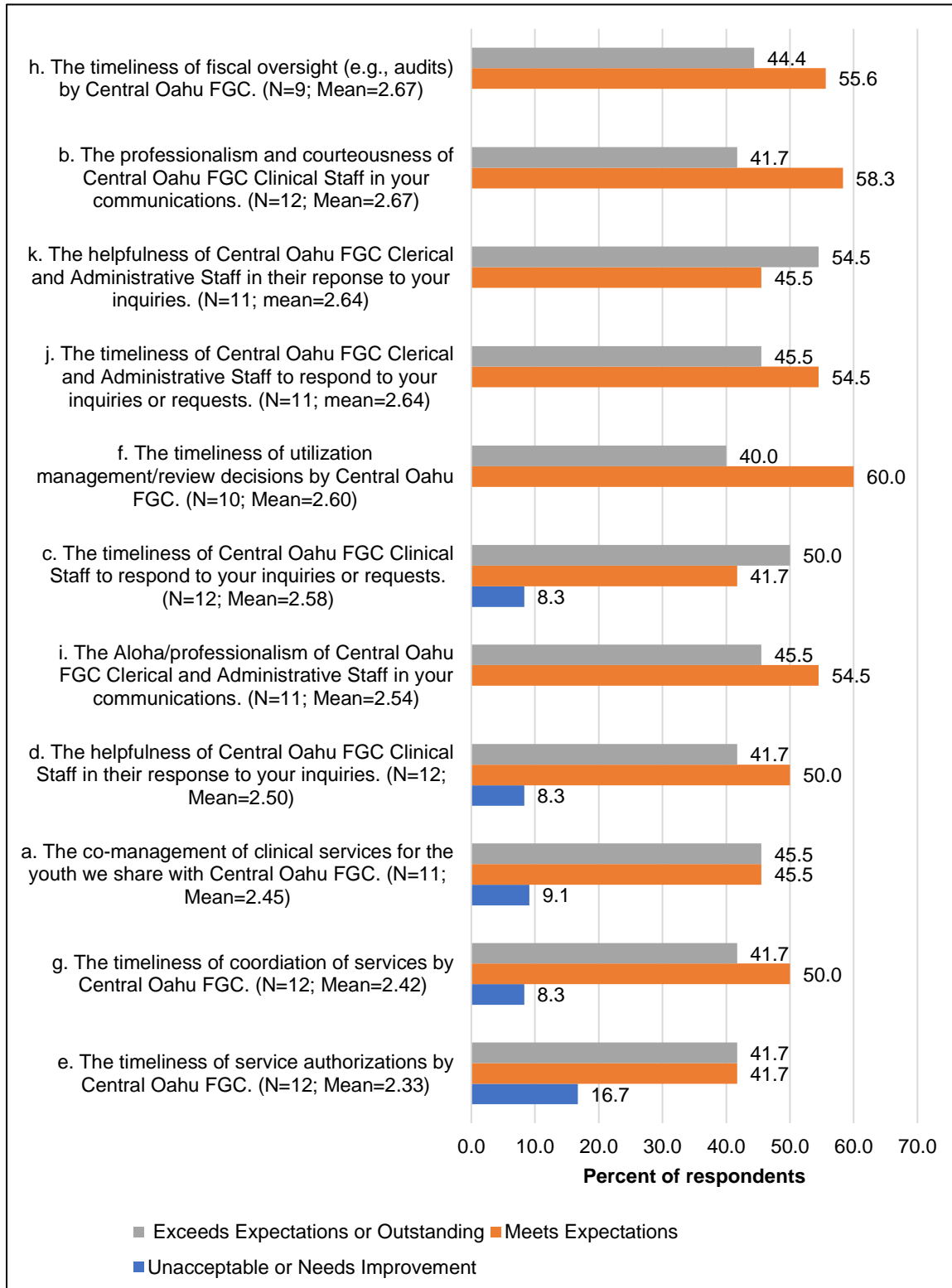
### **CAMHD Administrative Supports (Fiscal)**



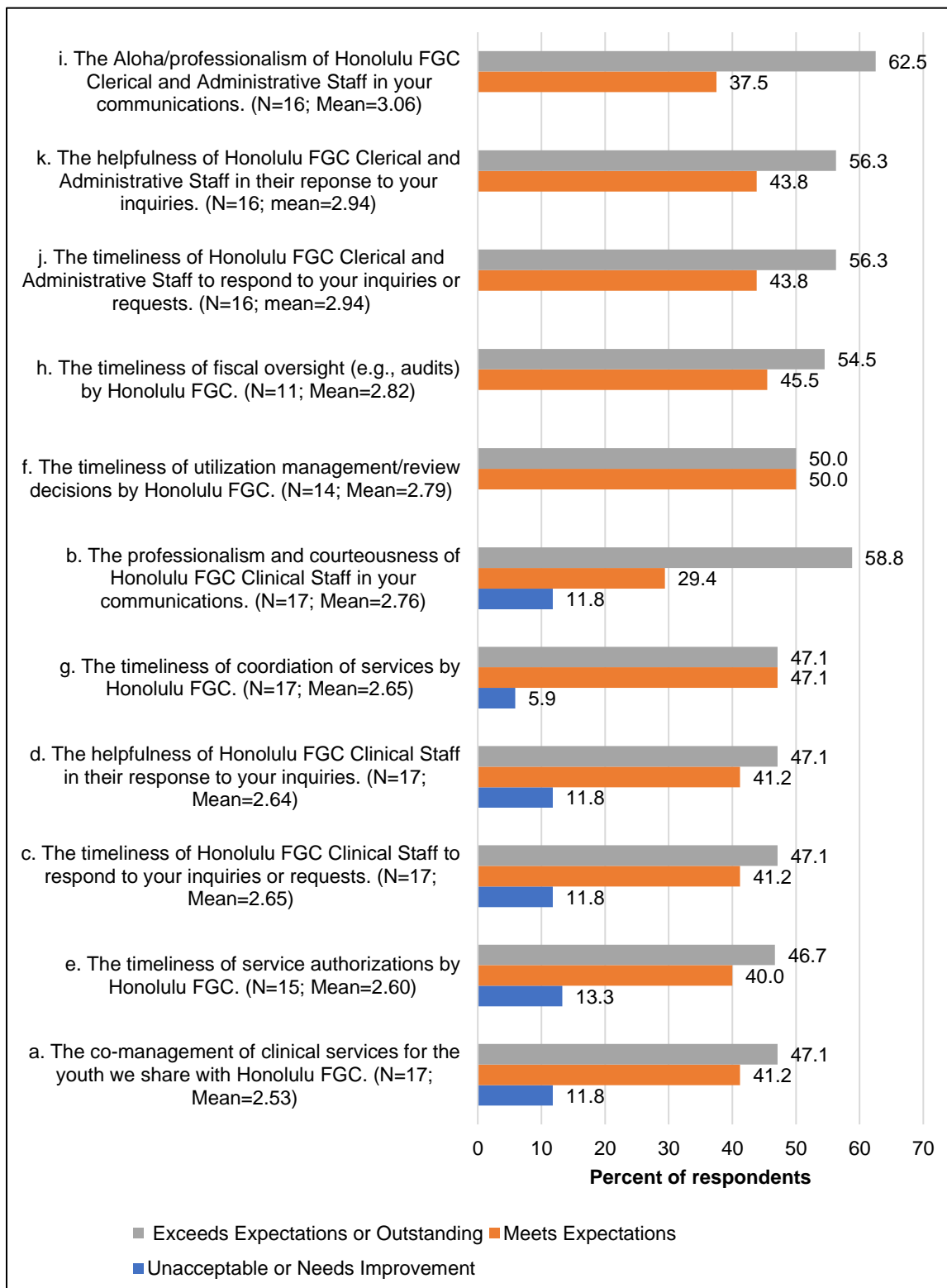
## Hawaii Family Guidance Center



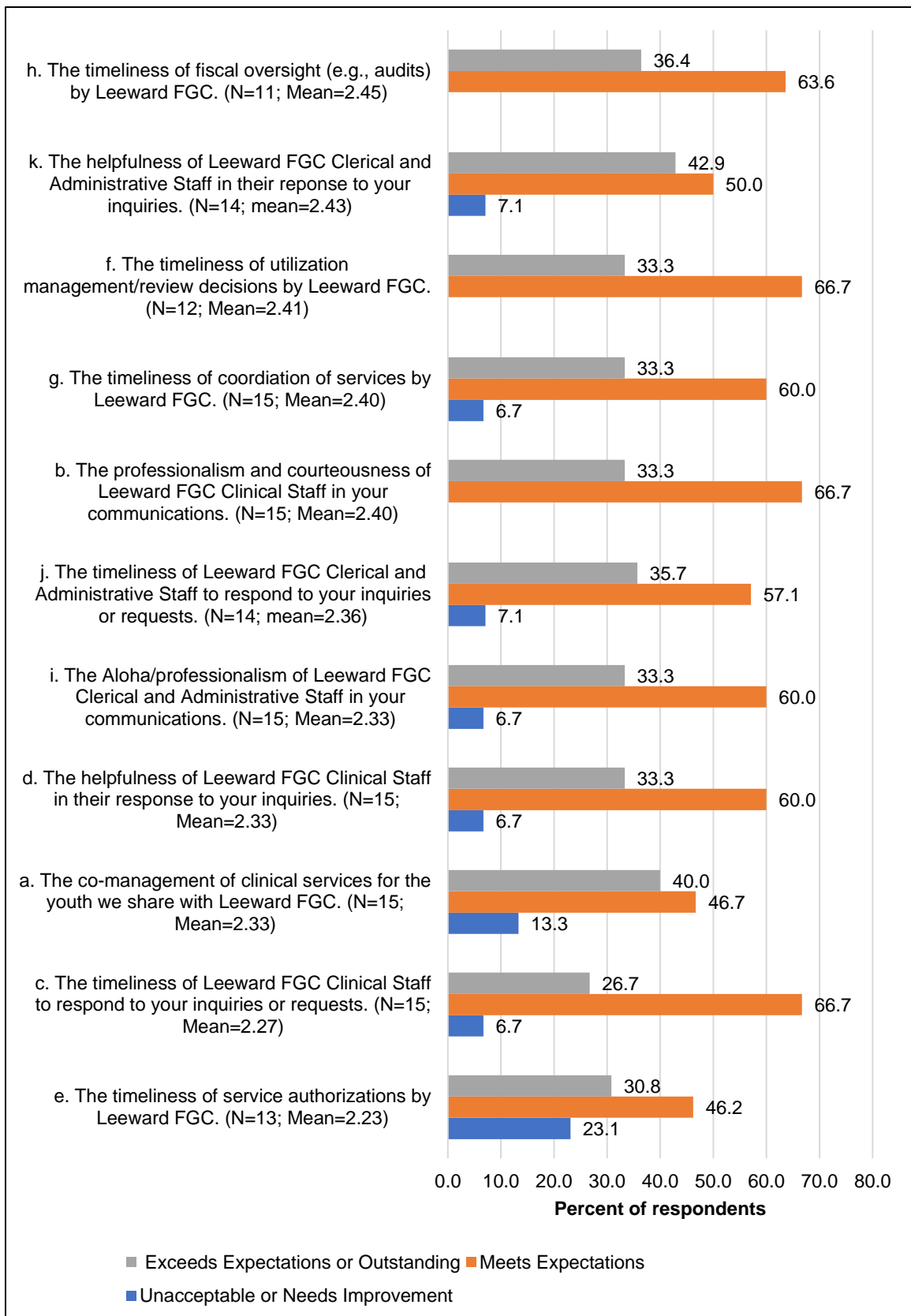
## Central Oahu Family Guidance Center



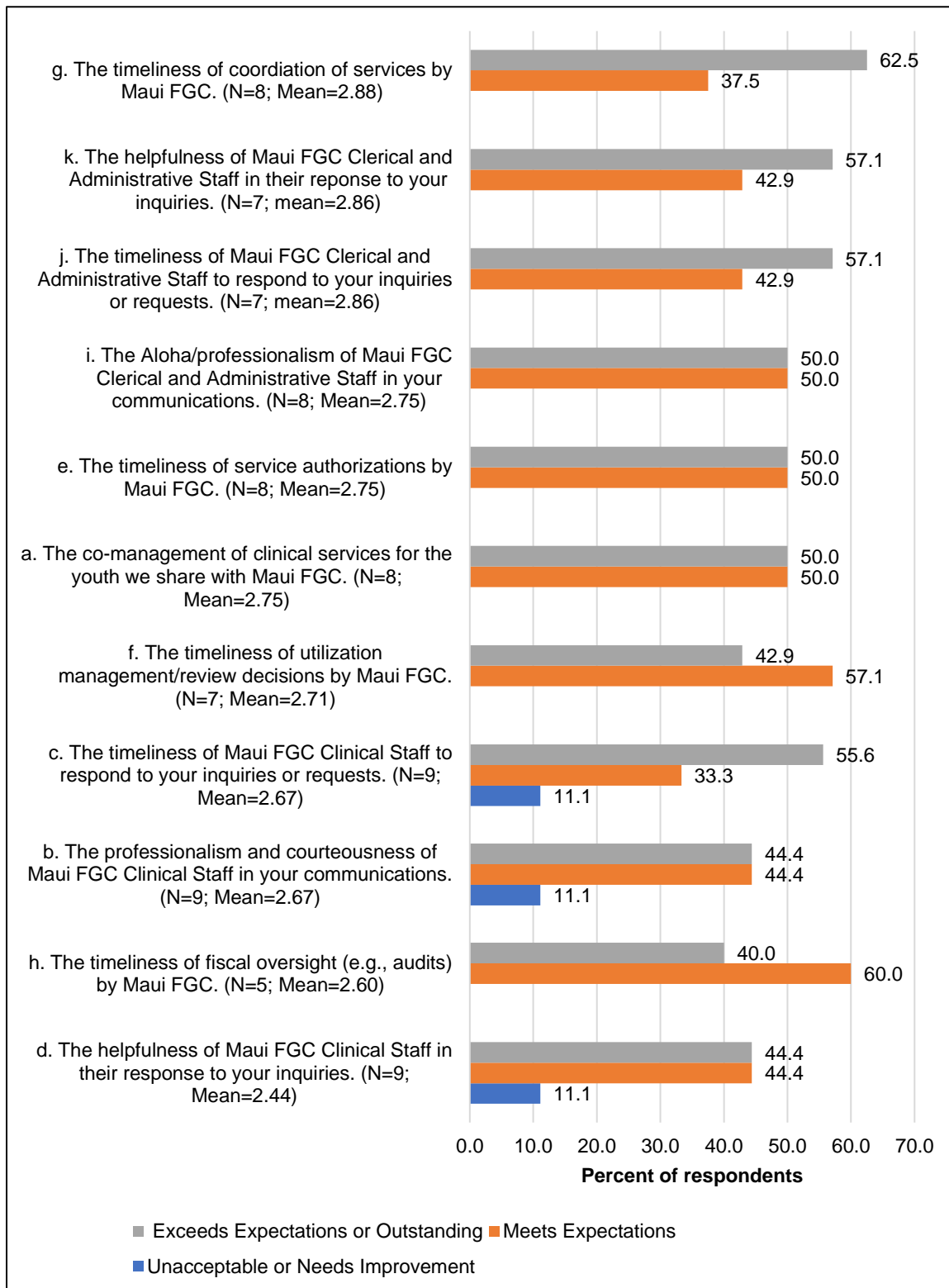
### Honolulu Family Guidance Center



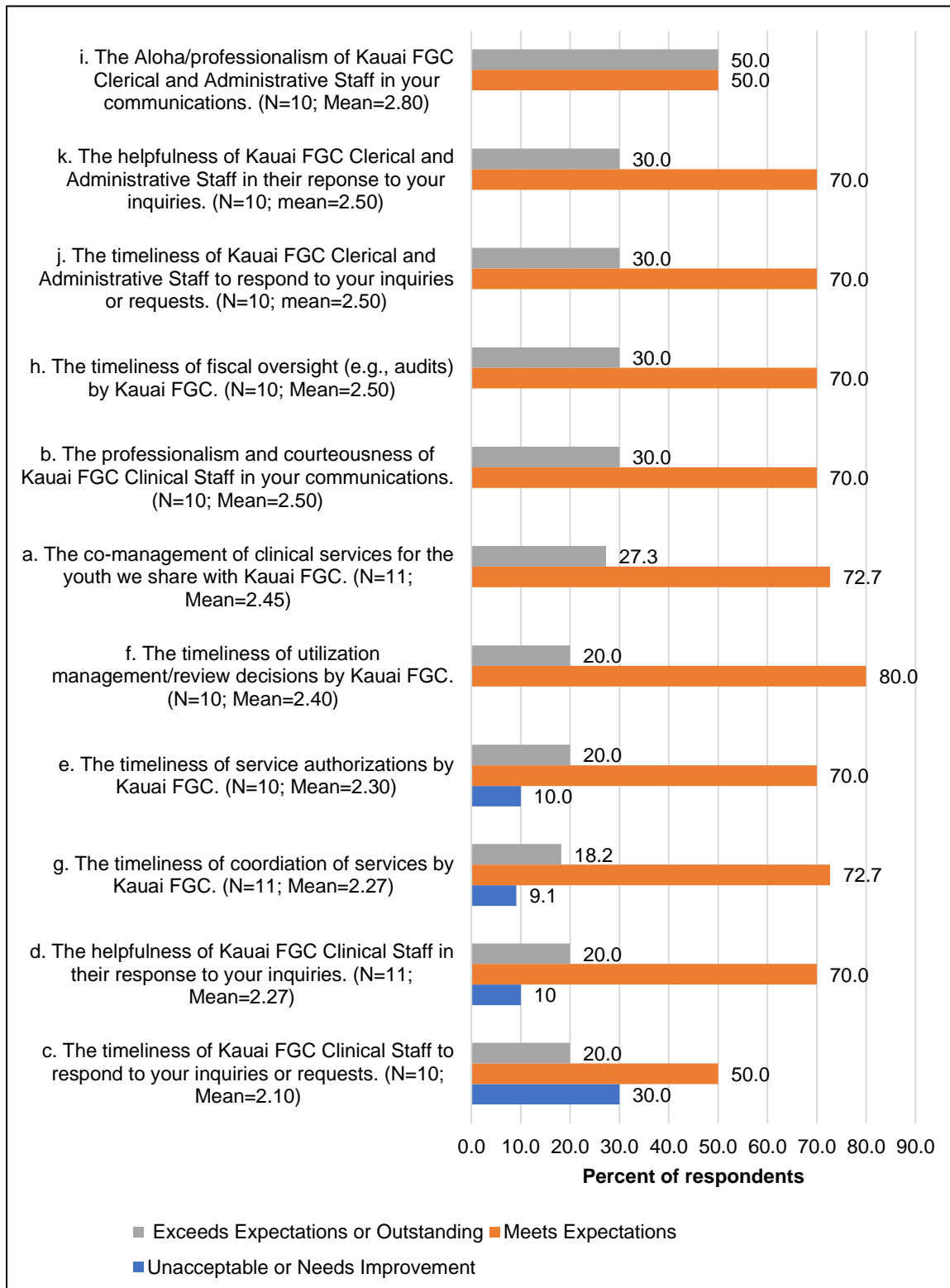
### Leeward Oahu Family Guidance Center



## Maui Family Guidance Center



## Kauai Family Guidance Center



### **Family Court Liaison Branch**

